



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION
2ND YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: ABA 201

COURSE TITLE: BEHAVIOURAL SCIENCE

EXAM VENUE:

STREAM:

DATE:

EXAM SESSION:

TIME: 2 HOURS

INSTRUCTIONS:

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE (30 MARKS)

- a) Examine Abraham Maslow's theory of motivation showing how it may be used in a business organization. Comment on the criticisms which have been made by scholars
(10 marks)
- b) Explain five internal and five external factors that would explain the individual employee perception at work
(10 marks)
- c) Majority of business organizations today take on corporate social responsibility in so far as doing so promotes its own self-interests. Discuss the moral arguments for corporate social responsibility
(10 marks)

QUESTION TWO (30 MARKS)

- a) Discuss the consequences of inter group conflict and explain five ways in which a manager can resolve these conflicts between groups
(10 marks)
- b) Coping strategies for job stress exist for both individual and the organization levels. Discuss these strategies for managing stress
(10 marks)

QUESTION THREE (20 MARKS)

- a) Assess the merits of virtue theory as a theory of guiding moral issues in business
(10 marks)
- b) Explain five sources of power available for leaders in organizations
(10 marks)

QUESTION FOUR (20 MARKS)

- a) Organization change is a complex phenomenon involving considerable diligence on the part of management to deal with resistance to change as well as to introduce the change. Discuss
(15 marks)
- b) Explain five barriers to effective communication in a modern organization
(5 marks)